



# THE ASSAM GAZETTE

অসাধাৰণ

EXTRAORDINARY

প্ৰাপ্ত কৰ্তৃত্বৰ দ্বাৰা প্ৰকাশিত

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GOVERNMENT OF ASSAM

ORDERS BY THE GOVERNOR

INFORMATION TECHNOLOGY DEPARTMENT

## NOTIFICATION

The 16th May, 2024

**eCF No. IT 357337/2023/52.-**

**Subject: Notification on User Charges, Service Charges, and other charges for delivery (electronically) of services notified under Assam Right to Public Services (ARIPS) Act, 2012 amended in 2019 and other services available in the unified Sewa Setu Portal.**

In order to provide transparent, time bound and affordable public & private services including services notified under ARIPS Act, 2012 (as amended in 2019), and in line with the Notification No. IT.155/2009/334 dated 24th April, 2015, read with Notification No. IT/155/2009/357 dated 3rd May, 2016 of the Information Technology Department, Government of Assam, the service delivery platforms namely "Sewa Setu" Portal (earlier known as RIPS Portal), PFCs and CSCs will be made accessible to the citizens on the lines of such deliveries made to the citizens under the Notifications of the Information Technology Department No. IT/155/2009/334 dated 24th April, 2015 and No. IT.89/2006/Pt-VI/98 dated 11<sup>th</sup> August 2016, subject to payment of User Charges, Service Charges, Printing and Scanning Charges etc. in the manner laid down hereunder.

This is in cancellation of the earlier notification issued from the Administrative Reforms, Training, Pension and Public Grievance Department vide Notification No.AR.123/2017/Pt/40, dated 13<sup>th</sup> January 2021.

### Preamble:

To improve and implement the Public Service Delivery System vigorously in the State, the Government of Assam has enacted the ARIPS Act, 2012 and amended the same in 2019. The main objective of the Act is to deliver the public services in an efficient, transparent, affordable, reliable and time bound manner preferably electronically. Hence, the services notified under the Act are being made available in the Sewa Setu Portal (earlier known as RIPS Portal) for timely delivery of the services as per stipulated timelines along with other public and private services.

Applications along with required documents for the notified services under ARIPS Act, 2012 (as amended in 2019) and other public & private services can be submitted either at the PFCs or

CSCs, or at the Sewa Setu Portal (earlier known as RTPS Portal) as per convenience of the citizen. The PFC or CSC operator or the Sewa Setu Portal (earlier known as RTPS Portal) shall transmit the application along with documents to the concerned Government Office/Designated Public Servant (DPS) for further processing. After completion of the processing, the service will be delivered at the PFCs/CSCs/in the concerned registered account in the Sewa Setu Portal (earlier known as RTPS Portal).

### 1. Definitions:

- i. 'ARTPS Act' means Assam Right to Public Services Act, 2012 and its subsequent amendments.
- ii. 'CSC SPV' means the Common Service Centers - Special Purpose Vehicle is a Special Purpose Vehicle, which has been set up by the Ministry of Electronics & IT under the Companies Act, 1956 to oversee implementation of the CSC scheme. CSC SPV provides a centralized collaborative framework for delivery of services to citizens through CSCs, besides ensuring systemic viability and sustainability of the Scheme.
- iii. 'CSC VLE' means Village Level Entrepreneur duly appointed by the CSC SPV to run a particular CSC which are providing various online public utility and financial services to citizens, quality healthcare, apart from boosting entrepreneurship and employment in villages and smaller towns across the country.
- iv. 'PFC' means the Public Facilitation Centre setup at the designated Govt. offices mostly at the DC office, Circle Office, Block Office, DTO office etc. There are two (2) types of PFCs i.e. (1) PFCs established under the e-District project implemented by IT Department through AMTRON and (2) PFCs established under the Assam Citizen-Centric Service Delivery Project under the Administrative Reforms Training, Pension and Public Grievance Department through ARIAS Society.
- v. Sewa Setu Portal (earlier known as RTPS Portal) is a web based (mobile compatible) multilingual portal which serves as a unified platform for citizen centric services delivery. The URL is [www.sewasetu.assam.gov.in](http://www.sewasetu.assam.gov.in). Services here refer to both RTPS and non-RTPS Services.
- vi. 'Services' means the public services notified under the ARTPS Act by the departments and also other public & private services available in Sewa Setu Portal.
- vii. 'DeGS' means District e-Governance Society set up in all the districts.
- viii. 'CeGCC' means the Council Level e-Governance Co-ordination Committee (Ref.: Order No. IT.155/2009/304 dated 04.12.2014).
- ix. 'User Charge' means Statutory Charge fixed by a department against delivery of a service. The Notifications/Office Memorandums issued by the concerned Administrative Departments for the User Charges along with the stipulated time limit for delivery of the services and required documents for availing the services are made available at the Sewa Setu Portal (earlier known as RTPS Portal).
- x. 'Service Charge' means and includes application submission charges by the PFC/CSC operators at the PFCs/CSCs locations.
- xi. 'Online Service Charges' means services charges for online submission & delivery of a service.
- xii. 'Printing Charges' means the printing charges for printing documents at the PFCs/CSCs.
- xiii. 'Scanning Charges' means the scanning charges for scanning documents at the PFCs/CSCs for uploading/attaching in an application.

### 2. Services/User/Online Charges for delivery of services through CSCs/PFCs/Sewa Setu Portal (earlier known as RTPS Portal):

- i. The types of user charges to be levied from the citizen during the application submission are mentioned in Table-1. These charges are in addition to any taxes, levies, fees, or departmental charges which are otherwise required to be deposited in the Treasury/Government exchequer.

Table (1)	
Type of Charges	Amount ( in Rs.)
Service Charges (to be paid to the CSC/PFC)	30/- per application
Printing Charges	10/- per page
Scanning Charges	5/- per page

- ii. The Government fees/user charges for the service, if notified by the concern service delivery department will be collected and deposited at the Treasury Account Heads/ Bank Accounts of the concerned Department.
- iii. Service charges, Printing and Scanning Charges shall be applicable only when the services are availed through PFCs or CSCs by the citizen.
- iv. In case service is rendered through CSCs, Service charge shall be transferred to the CSC SPV and CSC SPV will subsequently transfer the amount for the CSC VLE charges/Printing Charges/Scanning charges to the CSC VLES. This shall be as per the relevant notifications of Information Technology Department, Govt. of Assam.
- v. In case service is rendered through the PFCs run under the e-District project, the same shall be as per the relevant notifications of Information Technology Department, Govt. of Assam.
- vi. In case service is rendered through the PFCs run under AITEC & CSD Society, the Service Charge and additional printing charges, scanning charges will be deposited to the Sewa Setu Account as per procedure.
- vii. The concerned Administrative Department may revise and/or update the user charge/s, etc, for the notified services from time to time.
- viii. The charges collected by the CSCs/PFCs/Online for the delivery of the services will be distributed as mentioned in the Table 2:

Table (2)					
Delivery Channel	Charges	CSC/VLE	DeGS	CSC SPV	Others
CSC VLE	Service Charges	80%	6%	7%	7% (AMTRON)
PFC run under e-District / IT (AMTRON)	Service Charges	0	100%	0	0
PFC run under AITEC & CSD Society	Service Charges	0	0	0	100% (ARTPS Account)

- ix. CSC SPV shall ensure that every VLE shall prominently display the list of User Charges/Service Charges in the CSC premises.
- x. The Deputy Commissioners, SDOs (Civil), Circle Officers, Block officers, DTOs and other officer in charge of the PFC locations shall ensure that the list of User Charges/Service Charges are prominently displayed for the awareness of the citizens at the PFC premises.
- xi. Any expenditure to be incurred from the current account as mentioned at para 'vi' above, shall be made by the Project Director, AITEC & CSD Society with due approval from the Senior Most Secretary of the Information Technology Department.
- xii. The expenditures shall be used for operation & maintenance of the PFC under AITEC & CSD Society with Viability Gap funding from the SOPD funds of the AITEC & CSD Society. Further fund may be utilized, as and when necessary, for smooth operation of the AITEC & CSD Society

### **3. Manner and Procedure of the Electronic Delivery of the services:**

- i. A citizen can apply for any of the services, either RTPS or non-RTPS in the nearest CSC/PFC of his/her district along with all the required documents and user charges as mentioned in the respective Notification/Office Memorandum. The Citizen should also pay the User Charges/Service charge/Printing and scanning charges, if any, through the CSC/PFC. The citizen can pay the charges digitally by using credit/debit/UPI etc. at the CSC/PFC. The citizen can also apply directly in which case the citizen will pay only the "Online Service Charges".
- ii. No cash shall be accepted from the Citizens by the PFCs/CSCs operators. However, PFCs/CSCs operators can make electronic transactions on behalf of the concerned citizen provided the concerned citizen gives the required amount to the respective operator in cash.
- iii. The CSC/PFC shall log in to the Sewa Setu Portal (earlier known as RTPS Portal) through their respective registered login IDs and apply for services on behalf of the citizen.
- iv. A citizen can also register himself/herself in the Sewa Setu Portal directly (earlier known as RTPS Portal) with necessary credentials. After registering in the Sewa Setu portal, the citizen can apply for any service listed in the portal by uploading necessary documents/papers and paying the required notified charges for the services. The payment will be made electronically.

**4. Date of taking effect of rates etc.**

The rate of Service Charge and other charges shall be applicable from the date of this notification. The User Charges (Statutory Charges) shall be applicable from the respective Notification/Office Memorandum issued by the concerned Administrative Departments in the State.

The Notification shall come into force with immediate effect.

**K. S. P. V. PAVAN KUMAR,**

Special Secretary to the Government of Assam,  
Information Technology Department.